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Professional experiences

## Change Manager @ Befimmo

March 2021 – April 2021

Environment:

* Digital innovation program in an historically non-IT environment.

Main activities and responsibilities:

* Dedicated to the team in charge of the riskiest part of the program.
* Cross team reference about the project methodologies.
* Enforce the transparency of the external development team.
* Providing trainings for the Product Owners.

Where the «Magic» happened:

* Mindset’s change from real estate to smart buildings creation and management.

## Scrum Master @ Proximus

June 2020 – April 2021

Environment:

* API specialized service delivering for the whole company.

Main activities and responsibilities:

* Helping 2 teams of 40 people removing their impediments.
* Improvement of the Agile methodologies and the processes.
* Maintain the transparency of the teams.
* Creating trainings.
* Synchronize work between teams.

Where the «Magic» happened:

* Being able to do everything remotely in a strong micro-management environment.
* Reducing the quantity of meeting of 25%.
* Working with multicultural teams (8 nationalities).

## Agile Coach @ Vallourec Germany and France

September 2018 – March 2020

Environment:

* IT linked with a global Industrial environment.

Main activities and responsibilities:

* Coaching of 4 teams (70 people) using for example energizers in ceremonies, serious gaming.
* Improvement of the Agile methodologies in the IT service and the processes.
* Helping the Scrum master and the management to maintain visibility.
* Improving processes to accelerate development.
* Managing global impediments of the teams.
* Helping the group management to improve Agile presence in the different regions.
* Managing conferences and training.
* Proof of concept of SAFE framework in a full program

Where the «Magic» happened:

* Creating interactions between very different teams within a multicultural environment and two countries.
* Some of the projects are made by team members in Germany and in France. All the meetings are done using virtual meeting tools like Microsoft Teams. Creating a good team spirit in this kind of environment is a real challenge.

## Agile Coach @ Buy Way

February 2018 – June 2018

Environment:

* Work on GDPR and PSD2 with my teams

Main activities and responsibilities:

* Coaching of 7 teams (65 people) using for example energizers in ceremonies, serious gaming like Lego serious play.
* Improvement of the Agile methodologies in the IT service.
* Improvement of the processes using Lean principles.
* Increase communication with external product owners.
* A mix between “old” and new technologies.
* Implementation of Docker use and continuous development and continuous deployment.
* Managing workshops and product evolution.
* Helping with innovation communication.

Where the «Magic» happened:

* 6 different problems have been identified and the communication between the 7 different teams has been improved through different exercises mixed with pair programming, guild meetings and board games sessions.

## Scrum Master / Agile Coach @ BNP PARIBAS FORTIS

October 2017 – January 2018

Environment:

* Helping 2 squads in their transition to AGILE and helping them removing their impediments.

Main activities and responsibilities:

* Report of the transformation status in the squads.
* Give workshops about SCRUM and DevOps.
* Manage the data visualization tool evolution.
* Implementing the SAFE framework in the whole company

Where the «Magic» happened:

* In a BI environment, introduction of Lean startup and a kanban-Scrum mix with an increase of efficiency of the 3 teams.

## Agile and DEVOPS Coach @ Tractebel

June 2017 – September 2017

Environment:

* Agile coaching for the product owner and the scrum masters.

Main activities and responsibilities:

* Coaching of product owners.
* Giving workshops about SCRUM and DevOps.
* Product owner for 2 projects (Migration +Refactoring).

Where the «Magic» happened:

* Agile migration of 3 product owners and 15 developers for 4 different projects.

## Agile Coach @ Electrabel

January 2017 – June 2017

Environment:

* Agile coaching of 7 teams for web marketing projects.

Where the «Magic» happened:

* In a company that wanted to change to Agile, I was able to bring the methodologies to their 7 teams (58 people) in the communication and marketing services.

## Product owner @ Thales

May 2016 – October 2016

Environment:

* International military communication project

Where the «Magic» happened:

* I was able to bring the team in the right mindset even if the team was new in a complex project.

## Business Analyst & Solution Engineer @ European Commission

May 2015 – May 2016

Environment:

* Evolution of the European commission accounting software.

Main activities and responsibilities:

* Increasing in available functionality especially for banking needs.
* Designing and executing a disaster recovery plan to add automatic tasks like storage of the databases in Luxembourg’s European commission buildings.
* Helping the accounting and financial management of ABAC to evolve into a JAVA environment.
* Analyzing the business requirements for business analysis.

Where the «Magic» happened:

* Offering solutions to ensure the integrity and quality of the application for our 5000 users of the entire European Commission.
* Bringing solutions to improve the integrity and the quality of the application thanks to workflow modification or 4 new features.

## Product Owner & Scrum Master @ Forem

November 2014 – May 2015

Environment:

* Competency transfer from the federal government to the regional governments.

Main activities and responsibilities:

* Integrating an OTC system using a web service & transferring data from a SAS system to SharePoint.
* Documenting the AS-IS system working at the federal public service for employment.
* Also, in charge of the data architecture, the solution engineering to build the new system and the documentation of the system TO-BE.
* In charge of retro-engineering of the SAS build forms and applications and process management for the new services like payment using the PIA software and electronic document management systems.
* Retrieving data from the old system and to guaranty the integrity during the transfer.

Where the «Magic» happened:

* We were able to create a solution in 6 months when the VDAB took 13 months to create theirs. The tools were built with a small team (maximum 3persons).

## Project Manager & Architect @ Business & Decision

April 2014 – August 2014

Environment:

* ERP implementation / CRM migration.

Main activities and responsibilities:

* Helping to implement an ERP solution (Everwin SX) for their Benelux subsidiary including order to cash system, taking the opportunity to migrate their CRM from an MS Dynamics 4.0 to the 2013 version and clean their data.
* In charge of process documentation, workshop management, being the single point of contact between the supplier and the different services in the company.
* Analyzing the needs, managing the planning and making use statistics for each field to detect problematic field or forms (non-used, misused), so a lean CRM can be used in the Sales service.
* Securing each point of the life cycles for both applications, design the new environment’s architecture, create a synchronous system in each site in Russia and Switzerland, make a scope control for the financial requirements and design secure recovery procedures.

Where the «Magic» happened:

* A new CRM design was done to fit with the requirements of long-term use of this system, interaction with other systems and architecture requirements.
* He facilitated successful Release of Code from Engineering to Production by proactively and reactively working with Executives, Development and Operations managers.

## Product Owner / UX Designer @ VOO

September 2013 – April 2014

Environment:

* Several projects for VOO in the Web & Mobile department.

Main activities and responsibilities:

* Making Website Business Analysis for the internal customer as marketing or billing services
* Being the single point of contact for the marketing users.
* Defining the possibilities to make a responsive design website and a Mobile Application for the company’s sale funnel and to make business and functional analysis.
* Making an analysis of a heat map for the wi-free project. With data about the location of VOO’s customers, this map has to make business and functional analysis.
* Working on other marketing systems like MS dynamics to improve customer relationship and internal customer management.
* For the project linked to MS dynamics with video streaming database, he was in charge of the redaction of the business requirements.
* Writing technical and functional analysis, using UML and BPMN diagrams to facilitate the developer’s work for most of our projects.
* Designing a lean system process to make requirements fit with good performances and to avoid error in heterogeneous web infrastructure.
* Meeting all internal customers and solution suppliers, like Moxie for our click to call project or OGONE for the online payment.

Where the «Magic» happened:

* 10 analyses done for changes in the website with services split in Brussels and Liege.

## Product Owner & Scrum Master@ Open IT Concept

January 2013 – July 2013

Environment:

* I was in charge of a resources management tool project for a farm consortium.

Main activities and responsibilities:

* One of his main projects is a mobile-oriented interface that can be used with one hand in a tractor using 3G networks. For each event, the special coordinates were saved in a database. Each event can be shown on a map using a webpage with Google map API.
* The other main feature is the possibility to export the data to the official governmental software and automatic backup systems.

Where the «Magic» happened:

* A simple and ergonomic system that can be used by farmers who have no knowledge in IT.
* The application is still working today.

## Product Owner & Scrum master @ Sogeti

September 2011 – August 2012

Environment:

* I was in charge of a human resources and planning tools project internally in SOGETI Belgium.

Main activities and responsibilities:

* Anticipate product evolution.

Where the «Magic» happened:

* Team leading for the first time with a project impacting 300 persons.

## Functional analyst @ EACI

November 2008 – September 2011

Environment:

* I was in charge of writing diagrams and scenarios.

Where the «Magic» happened:

* My knowledge of different open source platforms allowed solving different problems during the project. These changes have impacted 25000 persons in 40countries.

## technical customer care @ Télé2 / Base / KPN

December 2007 – November 2008

Environment:

* My main task was to help customers to resolve technical problems with their ADSL connection.

Where the «Magic» happened:

* With time and commitment, I was able to solve difficult problems and manage customer with complex profiles.

Non-professional activities:

* Mentorship for student’s entrepreneurship programs
* Member of the Ustart foundation's national board
* Entrepreneurship expert for the Young enterprise projects program
* Organizer of the Brussels Healthcare Startup weekend

Publication:   
  
**Education and student employability, Crowd-sourcing week, 2016**

Personal projects:   
  
**Development of a marketing neural network solution in python.**

Press articles:

2020 Trends Tendances (<https://trends.levif.be/economie/entreprises/voici-votre-nouveau-bureau-devenez-consultant-coach-e-commercant-depuis-votre-salon/article-normal-1265983.html>)

School / University:

2005 - 2007 Centre inforjeunes, Bachelor network and telecoms

2004 - 2005 IPEPS, Web-mastering studies

2003 - 2004 ULG (Liège), Sociology studies

2001 - 2003 ULG (Liège), Veterinary medicine studies

2001 Lycée Louis Pasteur, Bachelor STL Biochemistry and microbiology

Trainings and certifications:

2020 Digital facilitation

2020 Atypical profiles coaching

2020 Management transformation coaching

2016 SCRUM master certification

2015 Visual management mentor certification

2015 SCRUM Product owner certification

2014 Concept mapping

2014 Visual management

2013 Introduction to communication science MOOC

2013 Content Strategy for professionals MOOC

2013 UX and UI, CEFORA

2012 Functional and business analyst certification (BABOK), SOGETI

2010 ITIL V2 certification, SERCO

2010 Advanced PL/SQL, CEFORA

Languages

English: fluent

French: mother tongue

Dutch: beginner

German: beginner

Capacity

* Team management
* Team coaching
* Solution engineering
* Risk management
* Customer needs analysis
* Data transfer
* Definition of business and functional requirements
* Content Management
* User experience design
* Process Management
* IT project management
* Training and workshops management

Technical Environment:

* Methodologies used: Agile, LEAN, DevOps, SCRUM, SAFE, Prince 2, Itil, TMAP, Kanban, RUP, Mind mapping, Concept mapping, UML, BPMN, Mehari